

Customer Survey Action Plan Update

Addressing 18 of 40 Recommendations

“List of 6”



12 WaTech Action Plan Team
Recommendations

Recommendation Status

#3 – WaTech Website:

- ATS has developed a plan that will involve you in developing website changes through an iterative process over the next 6 months.
- Quick changes being implemented based on current project separate from Customer Survey. First update in a couple months.

#9 - Audit 3 Months of Communications (Incident/Change):

- Audit team identified = Communication Pillar
- Evaluation criteria under development

Recommendation Status

#19 – Customer Portal:

- Service Requests and Incident Requests now processed in one ticketing system (ESP). 1st step in offering Customer Portal.
- ITSM Project now exploring how to bring customer view into ESP to you (what you want to see/who has access, etc.)
- Needs will determine short-term/long-term options

Recommendation Status

#34 – Publish O365 & Cloud Strategy Sheet:

- O365 Strategy Sheet reviewed by 6 customers
- Feedback incorporated into final version to be released this week
- Change in approach: develop more technical O365 strategy document instead of moving on to the Cloud Strategy Sheet

#39 – Change in Meeting Structure:

- 5 customers provided excellent feedback (customer meeting 9/2)
- Summary of suggestions ready for team 9/16
- Oct follow up meeting to discuss implementation and will socialize with all of you

Recommendation Status

#40 – Additional Level of Ticket Monitoring:

- Team formed. They have drafted an updated process for monitoring customer tickets. Presented to CSD leadership 9/12 to share with staff. Then will be shared more broadly within WaTech.

#24/#27 – All-Staff Customer Service Program / Train Tech Staff:

- Team formed. Led by HR Trainer. 2 meetings so far.
- Determined scope greater than just a one-time training.

#17 – Change Board:

- Lead identified. Will shortly be soliciting agency participation.

Recommendation Status

#36/#38 – Audit Invoices / CAM Invoice Training:

- Finance Team addressing both.
- Soliciting feedback at monthly TBBM meeting
- Tracking invoice calls and looking at past calls for trends
- CAMs trained.

#37 – Invoice Review Meeting:

- Finance Team is Lead
- Targeting meeting for end of November

Communication Piece Being Created

Management

- PM Transitioning – Jacquée McNerney
- Monthly Communication Cycle
 - Week 1 = Staff
 - Week 2 = Customer (CIO Forum)
 - Week 3 = Executive Team
- Weekly PM Meetings
- 9/26 – Lead Report Out Meetings Start with Michael
- Deliverables/Tracking: https://watech.sp.wa.gov/ask/customer_survey